

# EMS All Calls - Pickup to Dispatch Not Within 130 Seconds EMA/MetroSafe



KPI Owner: Angela Downes

Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 6/2/15 LouieStat - 40% avg Goal: TBD - a goal will be developed after the unified protocol is implemented  Total Opportunities: 19,782 Benchmark: TBD	Data Source: CAD  Goal Source: N/A  Benchmark Source: TBD	Select Plan-Do-Check-Act Step Measurement Method: The percent of EMS calls for service that were not dispatched from 911 dispatch to an EMS unit in 130 seconds Why Measure: To ensure the most efficient and correct response possible to emergency calls Next Improvement Step: Implement unified protocol

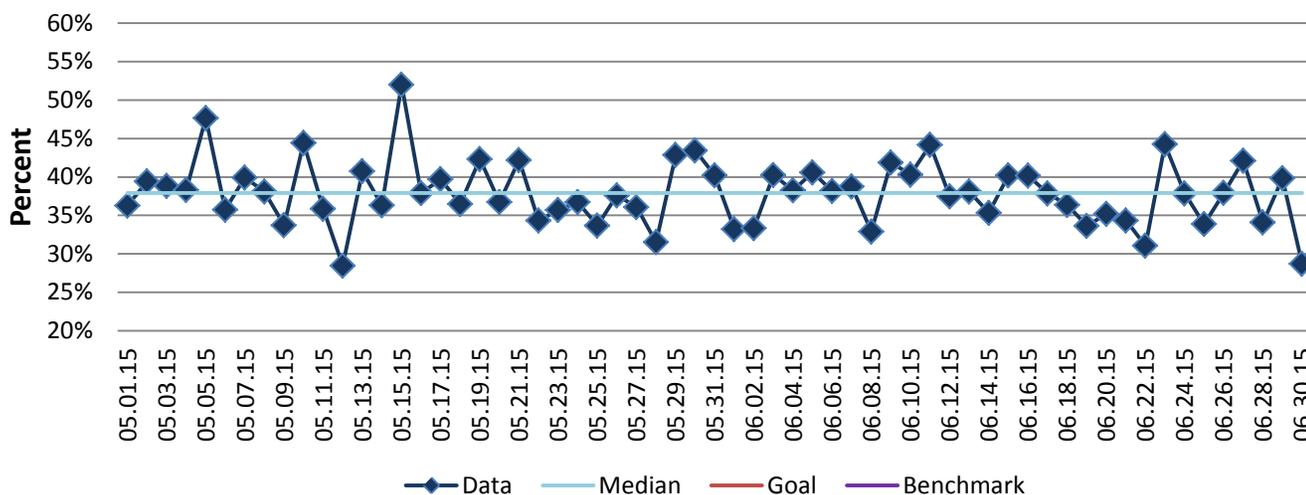
### How Are We Doing?

05.31.15-06.30.15 1 Month Goal	05.31.15-06.30.15 1 Month Average		06.30.15 Goal	06.30.15 Actual	
<b>TBD</b>	<b>37%</b>		<b>TBD</b>	<b>29%</b>	
<b>Percent</b>	<b>Percent</b>		<b>Percent</b>	<b>Percent</b>	

## EMS All Calls - Pickup to Dispatch Not Within 130 Seconds



Good



### 5/1/15-6/30/15 Column Chart Top 5 Event Type Codes

